

# Notice of Allowability

Application No.

10/002,962

Examiner

Kalyan K. Deshpande

Applicant(s)

JILK ET AL.

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to communications received on 9/8/2006 and 9/29/2006.
2. ☒ The allowed claim(s) is/are 1-9.
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
  - a) ☐ All b) ☐ Some\* c) ☐ None of the:
    1. ☐ Certified copies of the priority documents have been received.
    2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
    3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

\* Certified copies not received: \_\_\_\_\_.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.

**THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.**

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
  5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
    - (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
      - 1) ☐ hereto or 2) ☐ to Paper No./Mail Date \_\_\_\_\_.
    - (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date \_\_\_\_\_.
- Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

## Attachment(s)

1. ☒ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. ☐ Information Disclosure Statements (PTO/SB/08),  
Paper No./Mail Date \_\_\_\_\_
4. ☐ Examiner's Comment Regarding Requirement for Deposit  
of Biological Material
5. ☐ Notice of Informal Patent Application
6. ☒ Interview Summary (PTO-413),  
Paper No./Mail Date 9/29/06.
7. ☒ Examiner's Amendment/Comment
8. ☒ Examiner's Statement of Reasons for Allowance
9. ☐ Other \_\_\_\_\_.

*Romain Janty*  
Primary Examiner  
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### **DETAILED ACTION**

1. The following is an Allowance in response to the after final amendment received September 7, 2006 and communications received on September 29, 2006. Claims 1-9 are allowed.

#### ***Examiner's Amendment***

2. An Examiner's amendment to the record appears below. Should the changes be unacceptable to the Applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such amendment, it **MUST** be submitted no later than the payment of the issue fee.

Authorization of this Examiner's amendment was given in a telephonic interview with Mr. Kent A. Lembke (Reg. No. 44, 866) on September 29, 2006. The application has been amended as follows:

Please cancel claims 10-70.

#### ***Reasons for Allowance***

3. Claims 1-9 are allowed.

4. The following is an examiner's statement of reasons for allowance:

The prior art of record most closely resembling the present invention are Bunting et al. (U.S. Patent No. 6134530) in view of Farenden (U.S. Patent Publication No. 2002/0128892) and in further view of Kintner et al. (U.S. Patent No. 6732079). Bunting et al. teach a rule based routing of tasks based on stored information regarding the customer profile. Bunting teaches storing information on remote workers, storing customer information, storing process information, receiving requests from customers,

and carrying out the customer requests based on process information. Farenden teaches the recruiting of employees based on a comparison between potential employee profiles and current business needs. Farenden further teaches screening potential employees based on future demand needs. Kintner et al. teaches optimizing capacity costs by hiring and contracting employees based on predicted future demand and the skill needs to meet the future demand. Specifically, Kintner teaches hiring managing capacity based on future demand by taking in to account the skills needed and recruiting employees to meet the capacity needs. However, Bunting, Farenden, and Kitner, both individual or in combination, fail to teach "recruiting potential workers when the predicted future demand is determined not to be met by the remote workers based on a comparison of the predicted future demand and the stored remote worker information in the database" taken in combination with a method of automatically managing a plurality of remote workers carrying out a variety of jobs for one or more customers, each job including a process of a set of one or more task steps and a set of units of source data as recited in claim 1.

The prior art of record most closely resembling the present invention are Bunting et al. (U.S. Patent No. 6134530) in view of Farenden (U.S. Patent Publication No. 2002/0128892) and in further view of Kintner et al. (U.S. Patent No. 6732079). Bunting et al. teach a rule based routing of tasks based on stored information regarding the customer profile. Bunting teaches storing information on remote workers, storing customer information, storing process information, receiving requests from customers, and carrying out the customer requests based on process information. Farenden

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teaches the recruiting of employees based on a comparison between potential employee profiles and current business needs. Farenden further teaches screening potential employees based on future demand needs. Kintner et al. teaches optimizing capacity costs by hiring and contracting employees based on predicted future demand and the skill needs to meet the future demand. Specifically, Kintner teaches hiring managing capacity based on future demand by taking in to account the skills needed and recruiting employees to meet the capacity needs. However, Bunting, Farenden, and Kitner, both individual or in combination, fail to teach "a recruiting and screening unit coupled to the capacity manager and to the network to recruit potential worker becoming an applicant; such that the recruiting is based on task load information on the tasks in the task data structure, on the available workers, and on the available worker task skills, and occurs automatically substantially without human management" taken in combination with a system for automatically managing a plurality of remote workers carrying out a variety of jobs for one or more customers, each job including a process of a set of one or more task steps and a set of associated source data units, the system connected to a network, each worker having one or more task skills and able to communicate with the system using a worker terminal connectable to network, the system as recited in claim 6.

Examiner notes that the allowable subject matter is similar to that of related applications, now U.S. Patent No. 6,859,523 and 6,938,048.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably

accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

### ***Conclusion***

5. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. The following are pertinent to the current invention, though not relied upon:

Storch et al. (U.S. Patent No. 5920846) teach an integrated system and method is provided for processing a service request for installation, maintenance or repair of a local loop maintained by a telecommunications company and providing locally switched service to a customer premise.

Mindrum et al. (WO 00067179) teach Information on tasks, scheduled sequence of tasks, resources available and employee characteristics, are input and stored as separate data files in a memory. Strategic human resources are transformed into optimized management framework based on input characteristics of business and employees. A schedule including indication of employees and task and start-stop time of resource allocation, is generated.

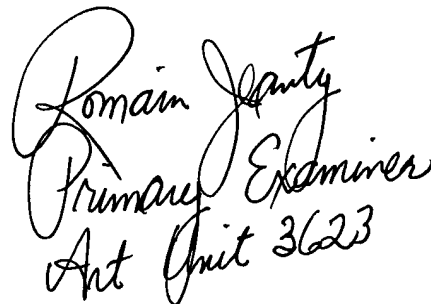
Any inquiry concerning this communication or earlier communications from the examiner should be directed to Kalyan K. Deshpande whose telephone number is (571) 272-5880. The examiner can normally be reached on M-F 8am-5pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq Hafiz can be reached on (571) 272-6729. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

  
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Romain Janty  
Primary Examiner  
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